foreign countries are not experts and are not well conversant with the methods of keeping and preserving antiques; and

(b) if so, whether the Government of India would take care to send abroad experts only so that such rare objects are not damaged in future?

THE MINISTER OF HUMAN RESOURCE DEVELOPMENT (SHRI P. V. NARASIMHA RAO): (a) and (b) Art objects sent to foreign countries are invariably accompanied by persons who are well conversant with their job in regard to security, packing and transport of works of art. However, despite all possible precautions, it is not possible to foresee as to what might happen during loading, unloading and transit of the objects.

**DTC concessional pass**

1535. SHRI PRITHIBI MAJHI: Will the Minister of SURFACE TRANSPORT be pleased to state:

(a) whether it is a fact that the students of private vocational institutes of Delhi have been allowed the facility of concessional passes of Delhi Transport Corporation (DTC);

(b) whether it is also a fact that such facility has been denied to the students of Indian Institute of Technology (IIT), Delhi;

(c) if so, what are the reasons therefor; and

(d) what steps Government propose to remedy the situation?

THE MINISTER OF STATE OF THE MINISTRY OF SURFACE TRANSPORT (SHRI RAJESH PILOT): (a) and (b) No, Sir.

(c) and (d) Do not arise.

**Working of computerised reservation at New Delhi**

1536. SHRI B. SATYANARAYAN REDDY: Will the Minister of RAILWAYS be pleased to state:

(a) whether any improvement has been made with the introduction of computers for making reservations at the Northern Railways, New Delhi, reservation office;

(b) what is the number of times the computers went out of order since their installation; and

(c) what are the reasons for unsatisfactory working of the computers?

THE MINISTER OF STATE OF THE MINISTRY OF RAILWAYS (SHRI MADHAVRAO SCINDIA): (a) Yes, Sir.

Output of the booking staff has increased from 90 transactions per operator per shift in manual system to about 150 transactions in the computerised system. As a result, the average waiting time of passengers during peak summer rush period has come down from 90 minutes to 25 minutes. In normal periods, the average waiting period is only about 5—10 minutes.

(b) Since 1-1-1986, computerised reservations were affected due to system failures on nineteen occasions for an average duration of about 1hr. 30 minutes.

(c) So far, the working of the system has not been found to be unsatisfactory. Of the 19 failures which have occurred so far, 11 were due to lack of experience of staff working on the system, 6 due to minor hardware problems and only 2 due to major hardware failures.